



**JBETORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

**FILED**

03/01/22

10:13 AM

**C2203001**

Brent Lamb,

Complainant,

vs.

Southern California Edison Company (U338E),

Defendant.

**ECP Case (C.)** \_\_\_\_\_

**Expedited Complaint**  
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p>Brent Lamb 636 Avenue C Boulder City, NV 89005 T: 805-660-8719 E-mail: <a href="mailto:blamb@calnetcare.com">blamb@calnetcare.com</a></p>	<p>Southern California Edison Company (U338E) Attn: Anna Valdborg, Director &amp; Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: <a href="mailto:Anna.Valdborg@sce.com">Anna.Valdborg@sce.com</a> E-mail 2: <a href="mailto:case.admin@sce.com">case.admin@sce.com</a></p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Brent Lamb

COMPLAINANT(S)

vs.

(B)

Southern California Edison

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☐ YES

☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Has staff responded to your complaint?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$

Is your service now disconnected?

☒ YES

☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Brent Lamb	636 Avenue C Boulder City, NV 89005	805-660-8719

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Southern California Edison	PO Box 6400 Rancho Cucamonga CA 91729	800-655-4555

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Southern California Edison has charged Complainant \$486.41 on 08/18/2021. This charge is described as a "Billing adjustment." This charge is unrelated insofar as Complainant can determine to energy use or rates for energy use. Complainant alleges this violates tariff rules, CPUC orders and/or California law. Complainant further alleges intentional misrepresentation by using unintelligible terminology, to wit "Billing adjustment. Copy of electricity bill in question is submitted as evidence.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Southern California Edison should issue a revised bill reversing \$486.41 in charges



- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	10/15/2021
Hearing (Example: 7/1/09)	11/15/2021

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

Complainant requests an order reversing the "Billing adjustment" charge in the amount of \$486.41. Complainant also requests an order forbidding Southern California Edison from billing using the term "Billing adjustment."

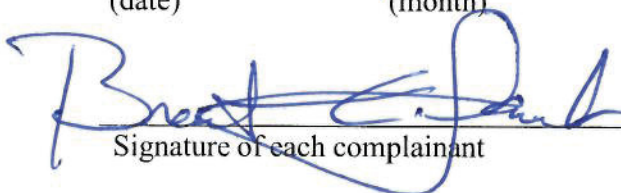
(I)

**OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

blambs@calnetcare.com

(J)

Dated Menlo Park, California, this 2nd day of September, 2021  
(City) (date) (month) (year)

  
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

**(K)****REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

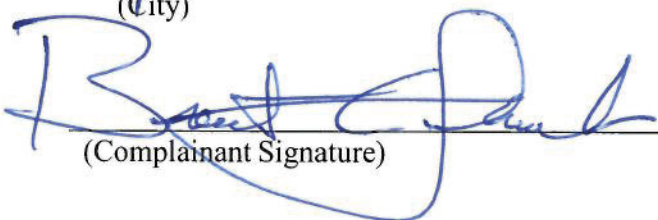
**VERIFICATION**  
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(L)**

Executed on September 2nd, at Moorpark, California  
(date) (City)

  
(Complainant Signature)

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**VERIFICATION**  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(M)**

Executed on \_\_\_\_\_, at \_\_\_\_\_, California  
(date) (City)

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Signature of Officer

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Title

**(N) NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

**(O)** Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office

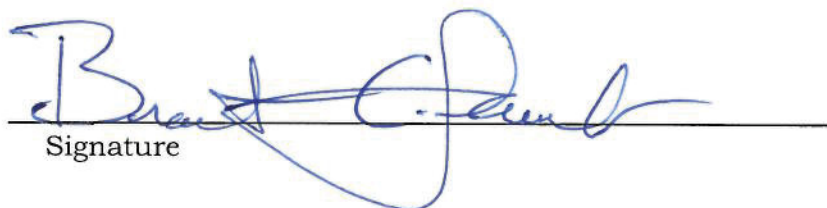
505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

### PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

  
Signature

  
Date

  
Print your name





Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

For billing and service inquiries  
1-866-701-7868  
[www.sce.com](http://www.sce.com)

## Your electricity bill

LAMB, BRENT / Page 1 of 10

**Customer Account**  
700105849272

**Date bill prepared**  
08/18/21

**Amount due \$454.54**

**Due by 09/07/21**

6912 PECAN AVE  
MOORPARK, CA 93021-1661

### SETTLEMENT BILL

## Your account summary

Previous Balance	\$10.72
Payment Received 07/19/21	-\$50.00
Payment Received 08/10/21	-\$19.50
Credit balance	-\$58.78
Your new charges	\$513.32
<b>Total amount you owe by 09/07/21</b>	<b>\$454.54</b>

### This is your 12-month settlement bill

Your 12-month billing period for Net Energy Metering (NEM) is now complete. Your 12-month settlement charges are \$486.41.

You are billed annually for your energy charges because they can be offset by energy credits over your 12-month billing period. Any charges not offset by credits are due now.

## Summary of your billing detail

Service account	Service address	Billing period	Your rate	New charges
8003521045	6912 PECAN AVE MOORPARK, CA	07/14/21 to 08/03/21	DOMESTIC (SCE)	\$0.92
8003521045	6912 PECAN AVE MOORPARK, CA	07/14/21 to 08/03/21	NEM DOMESTIC	\$25.99
8003521045	6912 PECAN AVE MOORPARK, CA	08/13/20 to 08/03/21	DOMESTIC	\$486.41
Billing adjustment				\$513.32

Please return the payment stub below with your payment and make your check payable to Southern California Edison.  
If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at [www.sce.com](http://www.sce.com).

(14-574)

Tear here

Tear here



Customer account 700105849272  
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

**Amount due by 09/07/21**

**\$454.54**

Amount enclosed

\$

STMT 08182021 P2 C11 T0263 044474 01 0.3950 C011



LAMB, BRENT  
6912 PECAN AVE  
MOORPARK CA 93021-1661

P.O. BOX 600  
ROSEMEAD, CA 91771-0002

700105849272 0000182 000000000000045454000045454

Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.



## Ways to contact us

Customer service numbers	Relay calls accepted
General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

## Request a large print bill 1-800-655-4555

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

**Correspondence:**  
Southern California Edison  
P.O. Box 6400  
Rancho Cucamonga, CA  
91729-6400  
[www.sce.com](http://www.sce.com)

## Important information

### What are my options for paying my bill?

On-line	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>	
Mail-in	Check or Money order	
In Person	Authorized payment locations	1-800-747-8908
Phone	QuickCheck	1-800-950-2356
	Debit & credit card *	1-800-254-4123

\*Residential customers only

### Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

**Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

### Past due bills

When is my bill past due? It is past due 19 days after the preparation date, which was 08/18/21.

- Reconnecting service that has been disconnected requires a Service Connection payment.
- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
- For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit [www.sce.com/safety](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

### What is the Late Payment Charge (LPC)?

0.7% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

### What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit [www.sce.com/rotating\\_outage](http://www.sce.com/rotating_outage).

### Disputed bills

If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555. If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:

Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)

Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-853-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-853-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

### Definitions

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- DWR Bond Charge:** Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power during the energy crisis are being repaid through this charge.
- Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information, complete the form below and return it to SCE

Change of mailing address: 700105849272

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

**Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](http://www.sce.com/eaf) or call (800) 205-8596.

Add this amount for EAF \$

Select one box only and sign below for EAF:

☐

Every  
Month

☐

One Month  
only